

DEPARTMENT OF THE ARMY
Presidio of Monterey U.S. Army Health Clinic
Monterey, CA 93940

MCHJ-C-PM

23 March 2005

STANDARD OPERATING PROCEDURE
PATIENT CARE
SICK CALL

1. **PURPOSE:** To provide guidelines on procedure for active duty sick call.
2. **RESPONSIBILITY:** Responsibility for the enforcement of this SOP lies with the NCOIC.
3. **REFERENCES:** PE.3, PE.3.1 in 2002-2003 *Comprehensive Accreditation Manual for Ambulatory Care*.
3. **PROCEDURES:**
 - a. Sick Call sign-in at the Presidio of Monterey U.S. Army Health Clinic is from 0700-0900.
 - i. All patients who present for care outside of this time frame will be treated as walk-in patients (see WALK-IN PATIENTS SOP)
 - b. Patients who present who are not acutely ill will be asked to call the Patient Administration Division (PAD) to make an appointment.
 - i. The triage nurse will review sick call slips (DD Form 689) for follow-up, med refills, long standing problems.
 - ii. Any patient who wishes to be seen in sick call after being asked to make an appointment will be accommodated as below.
 - c. Patients who have acute complaints will be triaged. Those who have non-urgent complaints will be placed in the reserved morning appointments with their provider. All those with urgent complaints, or who will obviously require quarters will be expeditiously screened and seen by the provider.
 - i. It is the intent of this policy that all sick call patients will be seen prior to 0900 on Mondays or the Tuesday following a four-day holiday and 0900 Tuesday through Friday. There is no afternoon sick call.

- d. The medics on a provided spreadsheet will annotate patients. This form will then be utilized by the clerks for booking the patients.
- e. All active duty permanent party personnel must call the clinic for all appointments to include sick call. The clinic's appointment lines are operational starting at 0630 each day until 1600 hours except Thursday afternoons from 1200 to end of day. During this time the MOD will be available on beeper # 648-2177.

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Commanding